

	Type	Hits	Search Text
1	BRS	43	automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition
2	BRS	33	automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help)
3	BRS	25	automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated
4	BRS	19	automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated and (previous or past or history)
5	BRS	3	markov near dependency
6	BRS	15	automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated and (previous or past or history) and cost
7	BRS	4	automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated and (previous or past or history) and cost and frustrat\$6 and queue

	Type	Hits	Search Text
8	BRS	2	379/265.01 and automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated and (previous or past or history) and cost and frustrat\$6 and queue
9	BRS	3	379/265.01 and automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated and (previous or past or history) and cost
10	BRS	163	eric near2 horvitz.in.
11	BRS	101	eric near j near horvitz.in.